



The Lenches Pre-School, Church Lench Village Hall,
Main Street, Evesham, WR11 4UE, United Kingdom
info@thelenchespreschool.org.uk
07933 779918

10.0 Complaint Policy and Procedure

The Lenches Pre School aims to provide the highest quality care and education for children attending the Pre-School by holding the principles of **Giving Every Child the Best Start in Life** and **Working Together**. We will endeavour to ensure children are happy and safe during their time at The Lenches Pre School and that parents and carers are pleased and satisfied with the quality of the care and provision.

We will listen to and take seriously any concerns or issues raised by parents and take appropriate steps to resolve any problems.

The Lenches Pre School reviews this policy to ensure that best practice and procedures are carried out at the Pre-School. This policy complies with the legal requirements of the Early Years Foundation Stage statutory framework.

It is important for all Parents and Carers to be able to work together, and we promote an open and honest environment. It is essential that Parents, Carers and Children, where able, to discuss with us any worries, concerns to which we will be proactive and ensure matters are resolved immediately for all.

In the event of a complaint by a parent or carer regarding an aspect of the Pre-School's work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.

The Pre-School is committed to an open-door policy with parents and welcomes comments about quality of the Pre-School and services. Any concerns or enquiries will be acted upon and necessary actions agreed and carried out immediately if able to do so.

In the first instance of a concern arising, parents and carers are required to speak directly with the relevant member of staff if able to do so, to which the team will communicate and ensure Parents and Carers informed of resolutions to the benefit of all children, staff and families.

The Pre School-Manager will act accordingly and ensure that matters are dealt with urgency. Any complaints raised will be recorded and stored securely held on site, access is available for the Parents, carers, the Committee and Ofsted.

Complaints can be raised verbally, via email or telephone to the Pre School-Manager

Mobile: 07933 779918 Email: info@thelenchespreschool.org.uk

We would ask that Parents and carers use the above means of communication rather than by post, due to the security of a village hall post box.

Our Priority is to ensure that all complaints are dealt with confidentially, sensitively and with urgency. In the unusual event where a resolution cannot be made or Parents and Carers are unhappy with an outcome, we will refer the matter to be put in writing to the Chairperson of The Lenches Pre-school and matters will be responded to within 5 working days.

Millie Benbow: chair@thelenchespreschool.org.uk

Making a Complaint to OFSTED

If a parent or carer does not feel that the investigation satisfactorily answered their complaint, they can submit a complaint to OFSTED at the following.

The OFSTED regulator for The Lenches Pre School
enquiries@ofsted.gov.uk or 0300 123 4666


Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Please note: A COMPLAINT RAISED IS AN ALLEGATION if it indicates that someone:

- has/may have acted in a way that has harmed a child
- acted in a way which has put a child at risk
- may have committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates he/she is unsuitable to work with children

Please refer to our [Managing Allegations Policy](#).

This safeguarding policy and all procedures contained within it was adopted at a meeting of	The Lenches Pre-school Group
Held	June 2024
Reviewed and amended	June 2024
Signed on behalf of the management committee	
Name of signatory	Millie Benbow
Role of signatory and date signed	Chairperson